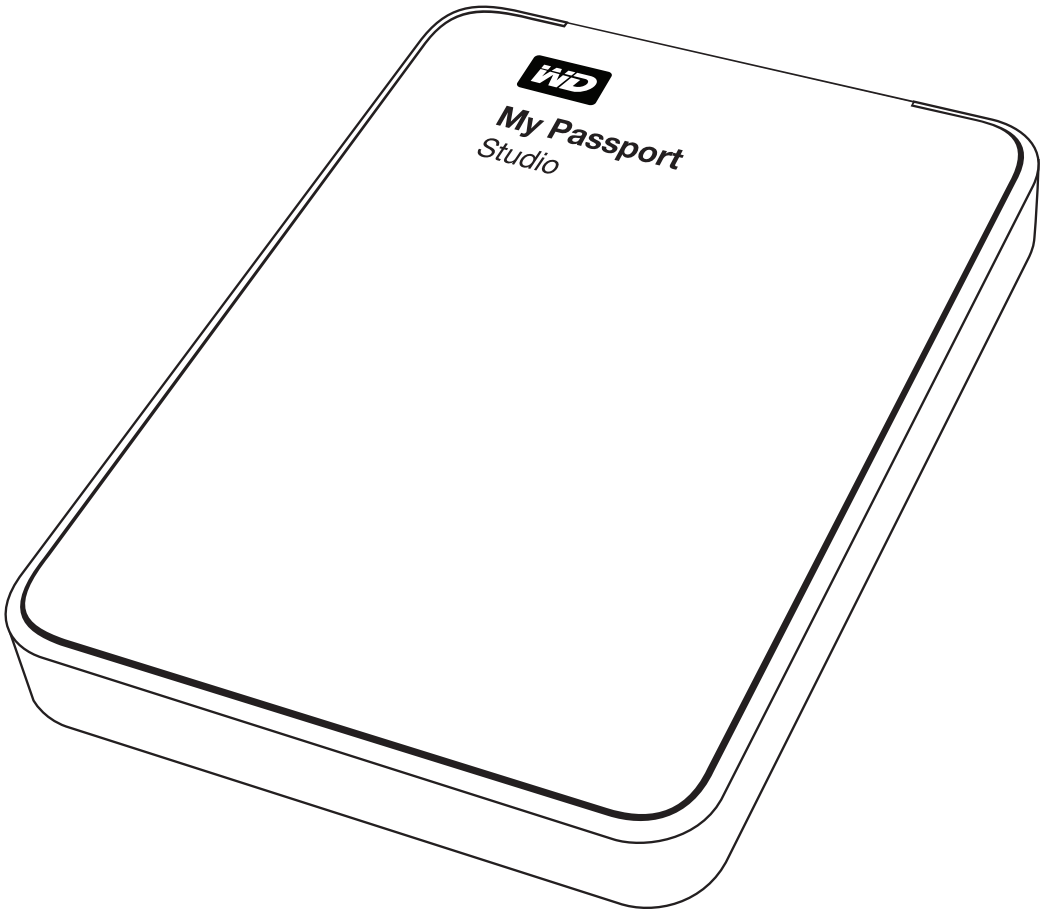
External Portable

My Passport®

Studio™

User Manual



Western Digital®

WD Service and Support

Should you encounter any problem, please give us an opportunity to address it before returning this product. Most technical support questions can be answered through our knowledge base or e-mail support service at *http://support.wdc.com*. If the answer is not available or if you prefer, please contact WD® at the best telephone number shown below.

Your product includes 30 days of free telephone support during the warranty period. This 30-day period starts on the date of your first telephone contact with WD Technical Support. E-mail support is free for the entire warranty period and our extensive knowledge base is available 24/7. To help us keep you informed of new features and services, remember to register your product online at *http://register.wdc.com*.

Accessing Online Support

Visit our product support website at *http://support.wdc.com* and choose from these topics:

- **Downloads**—Download drivers, software, and updates for your WD product.
- **Registration**—Register your WD product to get the latest updates and special offers.
- **Warranty & RMA Services**—Get warranty, product replacement (RMA), RMA status, and data recovery information.
- **Knowledge Base**—Search by keyword, phrase, or answer ID.
- **Installation**—Get online installation help for your WD product or software.

Contacting WD Technical Support

When contacting WD for support, have your WD product serial number, system hardware, and system software versions available.

North America		**Asia Pacific**	
English	800.ASK.4WDC	Australia	1 800 42 9861
	(800.275.4932)	China	800 820 6682/+65 62430496
Spanish	800.832.4778	Hong Kong	+800 6008 6008
		India	1 800 11 9393 (MNTL)/1 800 200 5789 (Reliance) 011 26384700 (Pilot Line)
Europe (toll free)*	00800 ASK4 WDEU	Indonesia	+803 852 9439
	(00800 27549338)	Japan	00 531 650442
		Korea	02 703 6550
Europe	+31 880062100	Malaysia	+800 6008 6008/1 800 88 1908/+65 62430496
Middle East	+31 880062100	Philippines	1 800 1441 0159
Africa	+31 880062100	Singapore	+800 6008 6008/+800 608 6008/+65 62430496
		Taiwan	+800 6008 6008/+65 62430496

* Toll free number is available in the following countries: Austria, Belgium, Denmark, France, Germany, Ireland, Italy, Netherlands, Norway, Spain, Sweden, Switzerland, United Kingdom.

Table of Contents

WD Service and Support ii
Accessing Online Support ii
Contacting WD Technical Support ii

1 About Your WD Drive 1
Features 1
Kit Contents 2
Optional Accessories 2
Operating System Compatibility 3
Disk Drive Format 3
Physical Description 3
Power/Activity LED 4
FireWire 800 Interface 4
USB 2.0 Interface 4
Registering the Drive 4
Handling Precautions 4

2 Connecting the Drive and Getting Started 5
Connecting the Drive 5
Enhancing Performance with WD +TURBO 6
Installing the WD Security Software 8
Installing the WD Drive Utilities Software 10

3 Locking and Unlocking the Drive 12
Password Protecting the Drive 12
Unlocking the Drive 13
Unlocking the Drive with WD Security or WD Drive Utilities 14
Unlocking the Drive with the WD Drive Unlock Utility 15
Changing Your Password 16
Removing Password Protection 17

4 Managing and Customizing the Drive 18
Checking Drive Health 19
Setting the Drive Sleep Timer 20
Erasing the Drive 21
Using the Drive Erase Function 21
Using the Drive Unlock Utility 22
Registering the Drive 24
Safely Dismounting the Drive 25
Restoring the WD Software and Disk Image 25

5 Using the Drive with Windows 26
Reformatting the Drive 26
Restoring the WD Software and Disk Image 26

6 Troubleshooting 27
Installing, Partitioning, and Formatting the Drive 27
Frequently Asked Questions 27

A Compliance and Warranty Information 29

Regulatory Compliance 29
FCC Class B Information 29
ICES-003/NMB-003 Statement 29
Safety Compliance 29
CE Compliance For Europe 29
KC Notice (Republic of Korea only) 30
Environmental Compliance (China) 30
Warranty Information 30
Obtaining Service 30
Limited Warranty 30
GNU General Public License (“GPL”) 31

Index 32

1

About Your WD Drive

Welcome to your My Passport® Studio™ ultra-portable hard drive, an elegant, high-capacity storage solution for all the chapters of your digital life.

This chapter includes the following topics:

Features
Kit Contents
Optional Accessories
Operating System Compatibility
Disk Drive Format
Physical Description
Registering the Drive
Handling Precautions

Features

WD's ultra-portable, Mac®-ready My Passport Studio drive is smaller than ever but packed with innovative features to help you organize your digital life.

Major features of the My Passport Studio drive include:

Our smallest portable drive ever—We are experts in portable storage, so we designed a smaller, high-quality hard drive inside a premium finished package.

Designed for Mac—Formatted for Mac and compatible with Apple® TimeMachine™, this drives is plug-and-play ready for Mac computers.

WD Security software—Gain peace of mind knowing that your data is protected from unauthorized access or theft with password protection and 256-bit hardware-based encryption.

WD Drive Utilities software—Keep your drive performing at its best by running diagnostics, managing the power settings, and more.

FireWire® 800—Save and access data at top speeds with the high-performance FireWire 800 interface.

USB 2.0—For maximum flexibility, you can also connect your drive via the USB 2.0 port on your computer.

Planet friendly—We designed a small box from recycled materials to minimize waste. We encourage you to recycle it.

Important: For the latest WD product information and news, visit our website at *www.westerndigital.com*. For the latest software, firmware, and product documentation and information, go to *http://support.wdc.com/downloads*.

Kit Contents

As shown in Figure 1, your My Passport Studio drive kit includes the following:

- My Passport Studio ultra-portable hard drive
- FireWire 800 cable
- USB micro cable
- Quick Install Guide
- WD Security and WD Drive Utilities software (included on the drive)

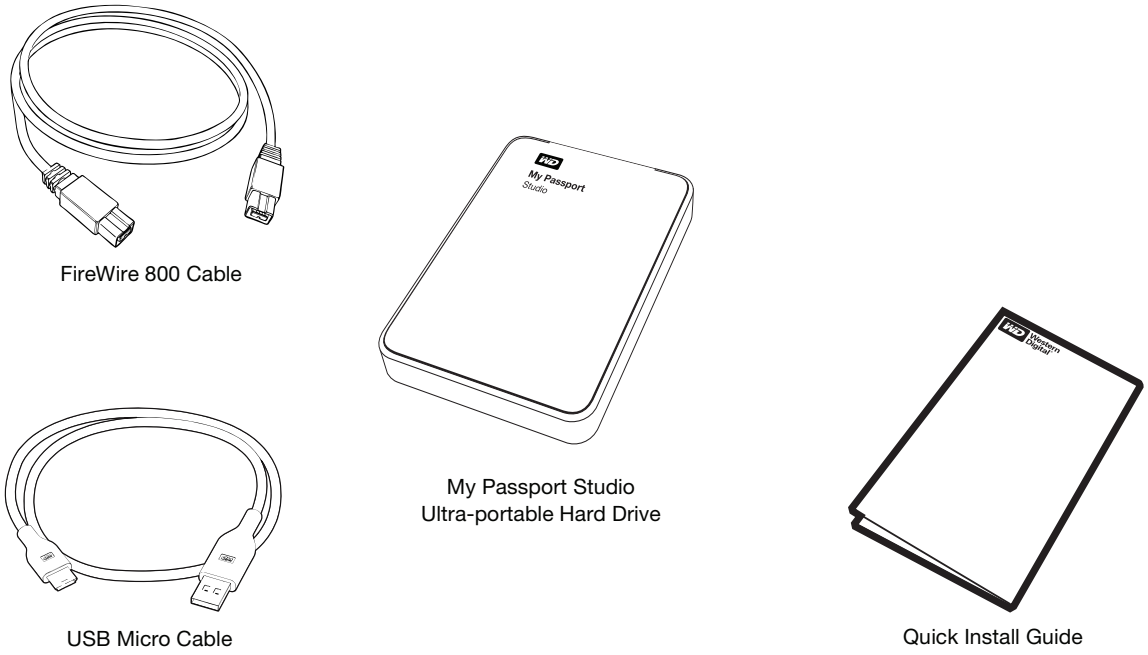


Figure 1. My Passport Studio Drive Kit Contents

Optional Accessories

You can use the following accessories with the My Passport Studio drive:

- Replacement or additional FireWire 800 cables or USB micro cables
- A special USB cable that might be needed for computers with limited bus power

For information about optional accessories for this product, visit:

US	*www.shopwd.com* or *www.wdstore.com*
Canada	*www.shopwd.ca* or *www.wdstore.ca*
Europe	*www.shopwd.eu* or *www.wdstore.eu*
All others	Contact WD Technical Support in your region. For a list of Technical Support contacts, visit *support.wdc.com* and see Knowledge Base answer ID 1048.

Operating System Compatibility

Your My Passport Studio drive is compatible with the following operating systems:

Mac® OS X®

- Leopard®
- Snow Leopard™
- Lion

Windows®

- Windows XP
- Windows Vista®
- Windows 7

The WD Security and WD Drive Utilities software is compatible with the following operating systems:

Mac® OS X®

- Leopard®
- Snow Leopard™
- Lion

Compatibility can vary, depending on hardware configuration and operating system.

For highest performance and reliability, always install the latest software update and service pack (SP). For Mac computers, go to the **Apple** menu and select **Software Update**. For Windows computers, go to the **Start** menu and select **Windows Update**.

Disk Drive Format

Your My Passport Studio drive is formatted as a single HFS+J partition for Mac OS X operating systems. If you want to use the drive with a Windows computer, see “Reformatting the Drive” on page 26 and “Troubleshooting” on page 27.

Physical Description

As shown in Figure 2, the My Passport Studio drive has:

- A power/activity LED
- Two FireWire 800 interface ports
- A USB 2.0 interface port

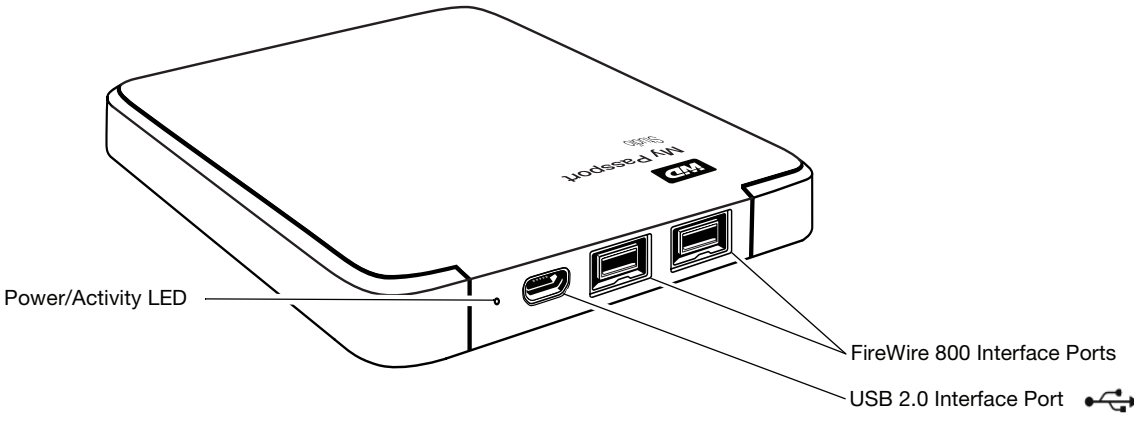


Figure 2. My Passport Studio Drive

Power/Activity LED

The power/activity LED shows the drive's power state and activity:

LED Appearance	Power State/Activity
On steady	Idle
Fast flashing, approximately 3 times per second	Activity
Slow flashing, approximately every 2.5 seconds	System standby

FireWire 800 Interface

The FireWire 800 interface supports data transfer rates of up to 800 Mb/s and is backward-compatible with FireWire 400. Connection to a FireWire 400 port transfers data at FireWire 400 speed (up to 400 Mb/s).

USB 2.0 Interface

The Hi-Speed USB 2.0 interface supports data transfer rates of up to 480 Mb/s. USB 2.0 is backward-compatible with USB 1.1. Connection to a USB 1.1 port transfers data at USB 1.1 speed (up to 12 Mb/s).

Registering the Drive

Always register your My Passport drive to get the latest updates and special offers. You can easily register your drive online at *http://register.wdc.com*.

Handling Precautions

WD products are precision instruments and must be handled with care during unpacking and installation. Rough handling, shock, or vibration can damaged drives. Always observe the following precautions when unpacking and installing your external storage product:

- Do not drop or jolt the drive.
- Do not move the drive during activity.

2 Connecting the Drive and Getting Started

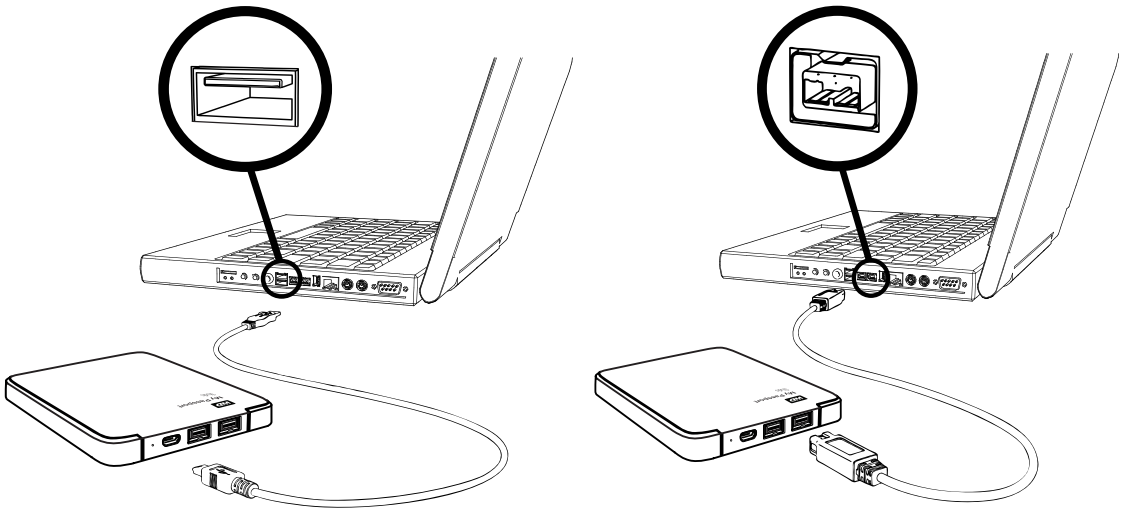
This chapter provides instructions for connecting the drive to your computer and installing the WD Security and WD Drive Utilities software. It includes the following topics:

Connecting the Drive
Enhancing Performance with WD +TURBO
Installing the WD Security Software
Installing the WD Drive Utilities Software

Connecting the Drive

To connect the My Passport Studio drive to your Mac computer:

1. Turn on your computer.
2. Connect the My Passport drive using either the USB micro cable or the FireWire 800 cable as shown in Figure 3.
3. Verify that the My Passport icon displays on your desktop:



Using the USB Micro Cable

Using the FireWire 800 Cable

Figure 3. Connecting the My Passport Drive

4. The first time you connect your My Passport drive to your computer, a message asks if you want to use the drive to back up with Time Machine:

Do you want to use "MY PASSPORT" to back up with Time Machine?
Time Machine keeps an up-to-date copy of everything on your Mac. It not only keeps a spare copy of every file, it remembers how your system looked, so you can revisit your Mac as it appeared in the past.
Cancel
Use as Backup Disk

   a. If you *do not* want to use the drive with the Time Machine software, click **Cancel**.

   b. If you *do* want to use the drive with the Time Machine software, click **Use as Backup Disk**. The My Passport icon now displays as:

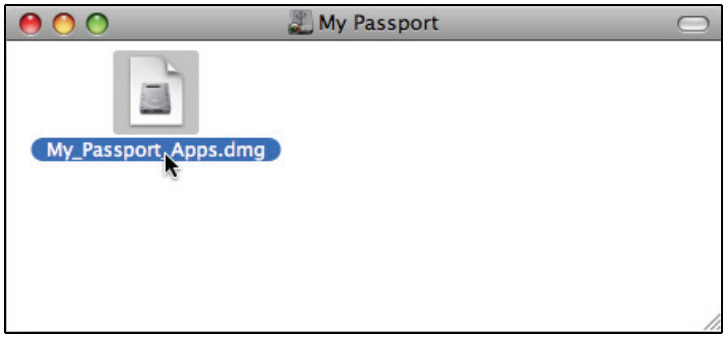
   Either way, your My Passport drive is now ready to use as an external storage device. You can enhance its performance by installing the WD +TURBO utility that is on the drive.

Enhancing Performance with WD +TURBO

WD +TURBO is a utility on the My Passport drive that you can install to improve the performance of the drive on a Mac computer.

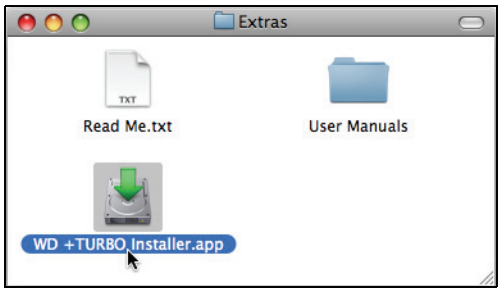
To install WD +TURBO:

1. Double-click the My Passport icon, and then double-click the .dmg file on the screen that displays:



2. Double-click the Extras folder on the screen that displays:

3. Double-click the WD +TURBO Installer application:



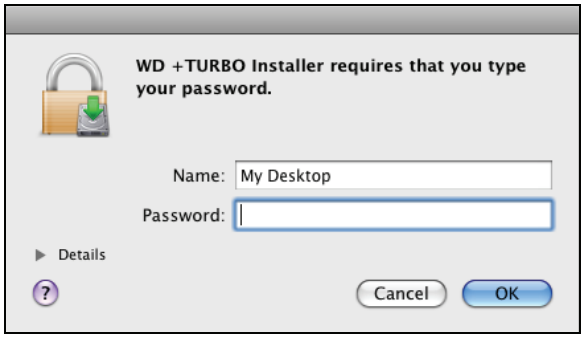
4. Click **Install** on the WD +TURBO Driver Installer screen:

5. Read the license agreement and click **Accept** to continue.
6. A message informs you that installing the drivers requires you to restart your computer to make them active:

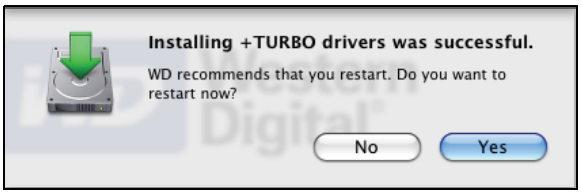
Installing the Western Digital +TURBO drivers requires you to restart the computer to make them active.
Do you want to proceed and install the drivers?
No
Yes

Click **Yes** to continue.

7. Type the password that you use to access the computer in the **Password** box and click **OK**:



8. When the installation completes, click **Yes** to restart the computer:



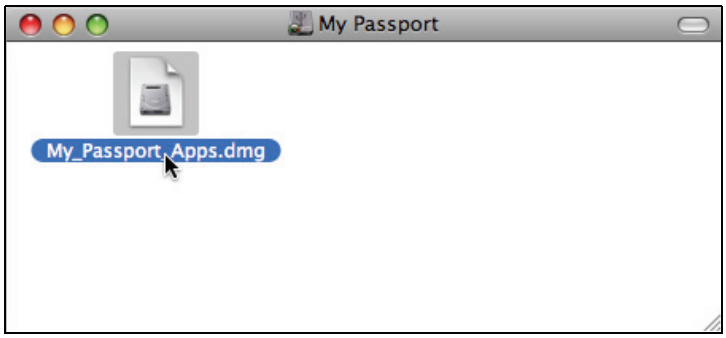
9. After the computer restarts, the My Passport icon on the desktop looks like this:

Your My Passport drive is now ready to use as an enhanced-performance external storage device. You can further enhance its performance by installing the WD Security and WD Drive Utilities software that is also on the drive.

Installing the WD Security Software

To install the WD Security software:

1. Double-click the My Passport icon, and then double-click the .dmg file on the screen that displays:



2. Drag the WD Security application to the alias Applications folder on the screen that displays:

3. In the alias Applications folder, double-click the WD Security application.
4. Read the license agreement and click **Accept** to continue and display the WD Security screen:

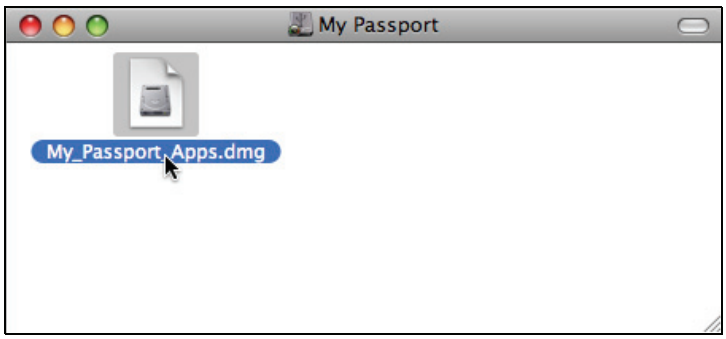
WD Security
My Passport Studio
596.2 GB
My Passport
Set Security
Security on this drive has not been enabled.
Secure your drive to keep others from accessing your files.
WARNING
WD cannot retrieve your password. If you forget your password, you will permanently lose access to your data.
I understand.
Choose a password
Verify password
Password hint
Enable auto unlock for user: MYDESKTOP
Save Security Settings

5. See “Locking and Unlocking the Drive” on page 12.

Installing the WD Drive Utilities Software

To install the WD Drive Utilities software:

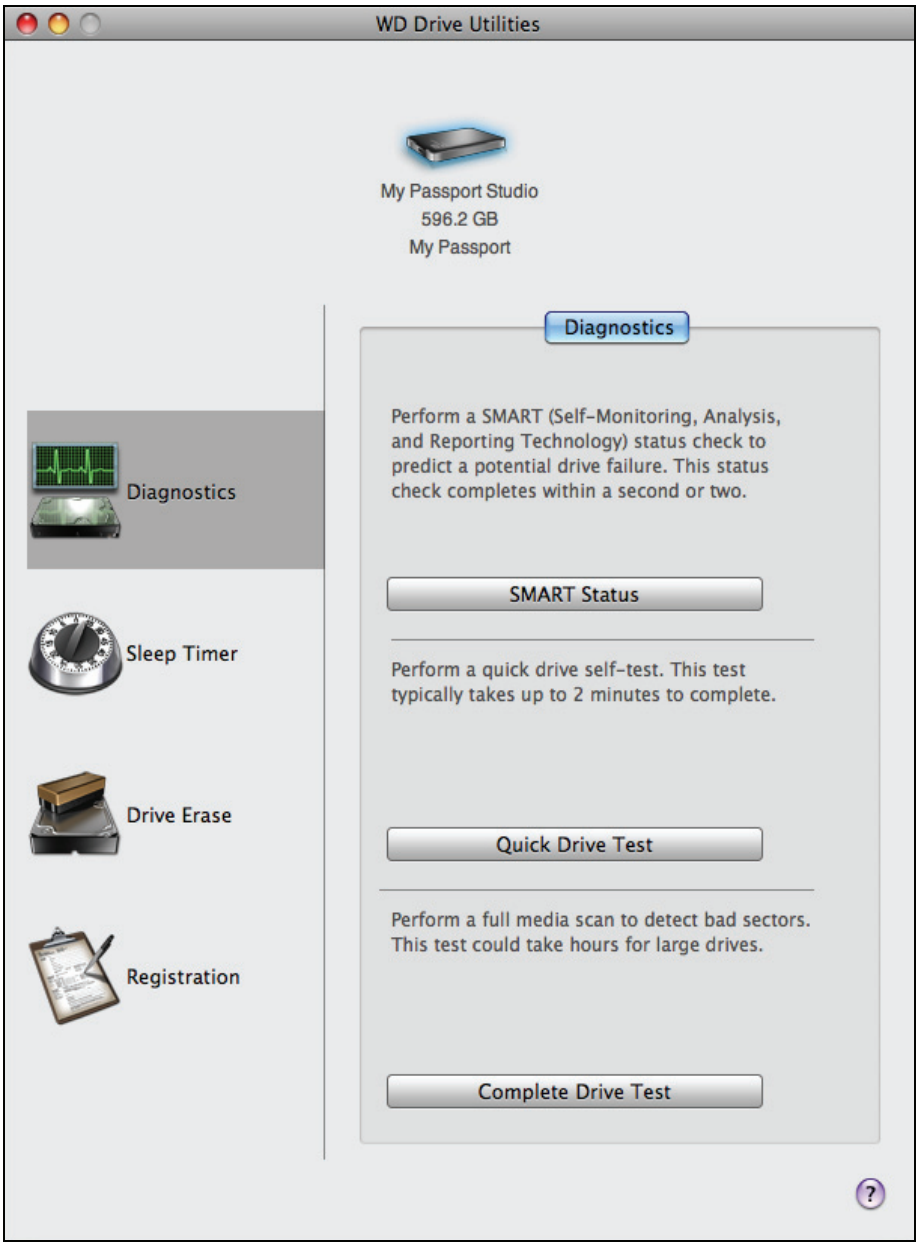
1. Double-click the My Passport icon, and then double-click the .dmg file on the screen that displays:



2. Drag the WD Drive Utilities application to the alias Applications folder on the screen that displays:

3. In the alias Applications folder, double-click the WD Drive Utilities application.

4. Read the license agreement and click **Accept** to continue and display the WD Drive Utilities screen:


WD Drive Utilities
My Passport Studio
596.2 GB
My Passport
Diagnostics
Sleep Timer
Drive Erase
Registration
Diagnostics
Perform a SMART (Self-Monitoring, Analysis, and Reporting Technology) status check to predict a potential drive failure. This status check completes within a second or two.
SMART Status
Perform a quick drive self-test. This test typically takes up to 2 minutes to complete.
Quick Drive Test
Perform a full media scan to detect bad sectors. This test could take hours for large drives.
Complete Drive Test

5. See “Managing and Customizing the Drive” on page 18.

3

Locking and Unlocking the Drive

This chapter includes the following topics:

Password Protecting the Drive
Unlocking the Drive
Changing Your Password
Removing Password Protection

Password Protecting the Drive

You should password protect your drive if you are worried that someone else will gain access to your drive and you do not want them to see your files on the drive.

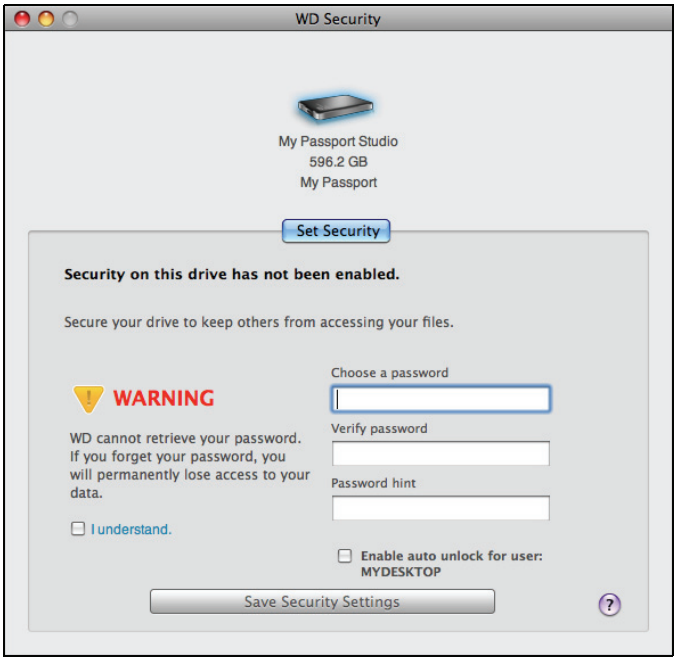
CAUTION! WD Security uses your password to electronically lock and unlock your drive. If you forget your password, you will not be able to access the data that is on your drive or write new data to it. You will have to erase the drive before you can use it again.

Use the WD Security application to:

- Create a password
- Change a password
- Remove password protection

To create a password and keep others from accessing the files on your drive:

1. Click **Go** > **Applications** > **WD Security** to display the WD Security screen, Set Security dialog:


WD Security
My Passport Studio
596.2 GB
My Passport
Set Security
Security on this drive has not been enabled.
Secure your drive to keep others from accessing your files.
WARNING
WD cannot retrieve your password. If you forget your password, you will permanently lose access to your data.
I understand.
Choose a password
Verify password
Password hint
Enable auto unlock for user: MYDESKTOP
Save Security Settings

2. If you have more than one supported My Passport drive connected to your computer, select the one that you want to create a password for.
3. Type your password in the **Choose a password** box, using up to 25 characters.
4. Retype your password in the **Verify password** box.

5. Type a hint to help remember your password in the **Password hint** box.
6. Select the **Enable auto unlock for user:** check box if you want WD Security to remember your user name and password for the selected drive and automatically unlock the drive for you on this computer.

   Important: If you select the **Enable auto unlock for user:** check box, the first time you restart your computer or disconnect and reconnect the drive after creating a password, your operating system requests permission to allow the WD Security software to access your password:

WDSecurityHelper.app wants to use your confidential information stored in "WX40A7953701" in your keychain.
The authenticity of "WDSecurityHelper.app" cannot be verified. Do you want to allow access to this item?
Details
Always Allow
Deny
Allow

   Click **Always Allow** to avoid this dialog in the future.

7. Read the warning about the possibility of data loss if you forget your password.
8. Click the **I understand** check box to signify that you accept the risk.
9. Click **Save Security Settings** to save your password and enable hardware encryption for your drive.

CAUTION! After creating a password, the drive remains *unlocked* for as long as you continue your current work session. Then, WD Security:

- **Locks the drive when you shut down your computer, disconnect your drive, or your computer goes into the sleep mode**
- **Requires you to type your password to unlock the drive when you restart your computer or reconnect your drive, *UNLESS* you selected the** Enable auto unlock for user: **check box when you created your password**

Unlocking the Drive

After you have created a password to keep others from accessing the files on your drive, unless you selected the **Enable auto unlock for user:** check box, you will have to type your password to unlock the drive whenever:

- You shut down and restart your computer
- You disconnect and reconnect the drive to your computer
- Your computer exits the sleep mode

You will have to do this even if you do not have the WD Security software installed on your computer.

In each case, WD Security replaces the desktop icon for your My Passport drive with the WD Unlocker virtual CD (VCD) icon:

The WD Unlocker virtual VCD provides the WD Drive Unlock utility that you can use to unlock the drive. Or you can use either the WD Security or the WD Drive Utilities application to unlock the drive.

Unlocking the Drive with WD Security or WD Drive Utilities

Whenever you shut down and restart your computer or disconnect and reconnect the drive to your computer, starting either the WD Security or WD Drive Utilities application displays the Unlock Drive dialog:

This happens either:

- Automatically if you only have the one locked My Passport drive connected to your computer
- When you select the locked drive on either the WD Security or WD Drive Utilities screen if you have more than one supported My Passport drive connected to your computer.

To unlock the drive:

1. If you do not see the Unlock Drive dialog, click either:
   - **Go** > **Applications** > **WD Security**
   - **Go** > **Applications** > **WD Drive Utilities**
2. If you have more than one supported My Passport drive connected to your computer, select the one that is locked to display the Unlock Drive dialog.
3. On the Unlock Drive dialog:
   a. Type your password in the **Password** box.
   b. Click **Unlock Drive**.

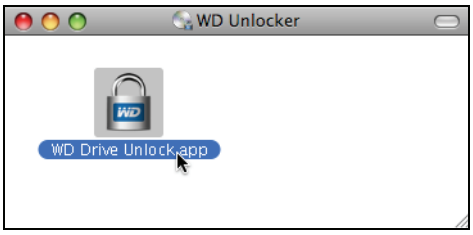
Unlocking the Drive with the WD Drive Unlock Utility

Whenever you connect your password-protected drive to a computer that does not have the WD Security or WD Drive Utilities software installed, you can use the WD Drive Unlock utility to unlock the drive there. The Drive Unlock utility is on a virtual CD drive that appears on your desktop display.

To unlock the drive:

1. Double-click the WD Unlocker virtual CD icon on your desktop:

2. Double-click the Drive Unlock application on the screen that appears:



The WD Drive Unlock utility screen displays:

3. On the WD Drive Unlock utility screen:
   a. Type your password in the **Password** box.
   b. Select the **Enable auto unlock for user:** check box if you want WD Drive Unlock to remember your user name and password for the drive and automatically unlock the drive for you on this computer.
   c. Click **Unlock Drive**.
   d. At the **Your drive is now unlocked** prompt, click **Exit** to close the WD Drive Unlock utility screen.

Changing Your Password

To change your password:

1. Click **Go** > **Applications** > **WD Security** to display the WD Security screen, Change Security dialog:

2. If you have more than one supported My Passport drive connected to your computer, select the one with the password that you want to change.
3. Type your current password in the **Password** box.
4. Select the **Change password** option.
5. Type your new password in the **Choose a password** box, using up to 25 characters.
6. Retype your new password in the **Verify password** box.
7. Type a hint to help remember your new password in the **Password hint** box.
8. Select or clear the **Enable auto unlock for user:** check box to signify whether you want WD Security to remember your user name and password for the selected drive and automatically unlock the drive for you on this computer.
9. Click **Update Security Settings**.

CAUTION! After changing your password, the drive remains *unlocked* for as long as you continue your current work session. Then, WD Security:

- **Locks the drive when you shut down your computer, disconnect your drive, or your computer goes into the sleep mode**
- **Requires you to type your password to unlock the drive when you restart your computer or reconnect your drive, *UNLESS* you selected the** Enable auto unlock for user: **check box when you changed your password**

Removing Password Protection

To remove password protection from your drive:

1. Click **Go** > **Applications** > **WD Security** to display the WD Security screen, Change Security dialog:

2. If you have more than one supported My Passport drive connected to your computer, select the one that you want to remove password protection from.
3. Type your password in the **Password** box.
4. Select the **Remove security** option.
5. Click **Update Security Settings**.

4

Managing and Customizing the Drive

This chapter includes the following topics:

Checking Drive Health
Setting the Drive Sleep Timer
Erasing the Drive
Registering the Drive
Safely Dismounting the Drive
Restoring the WD Software and Disk Image

The WD Drive Utilities software (see Figure 4) makes it easy for you to manage and customize your drive for the best possible performance:

- Diagnostics—Run diagnostics and status checks to make sure your drive is working properly.
- Sleep Timer—Turn your drive off during extended periods of inactivity to conserve power and extend the life of the drive.
- Drive Erase—Erase all of the data on the drive, including your password if you have one.
- Registration—Register your drive to receive free technical support during the warranty period and find out about software updates, product enhancements, and price discount opportunities.

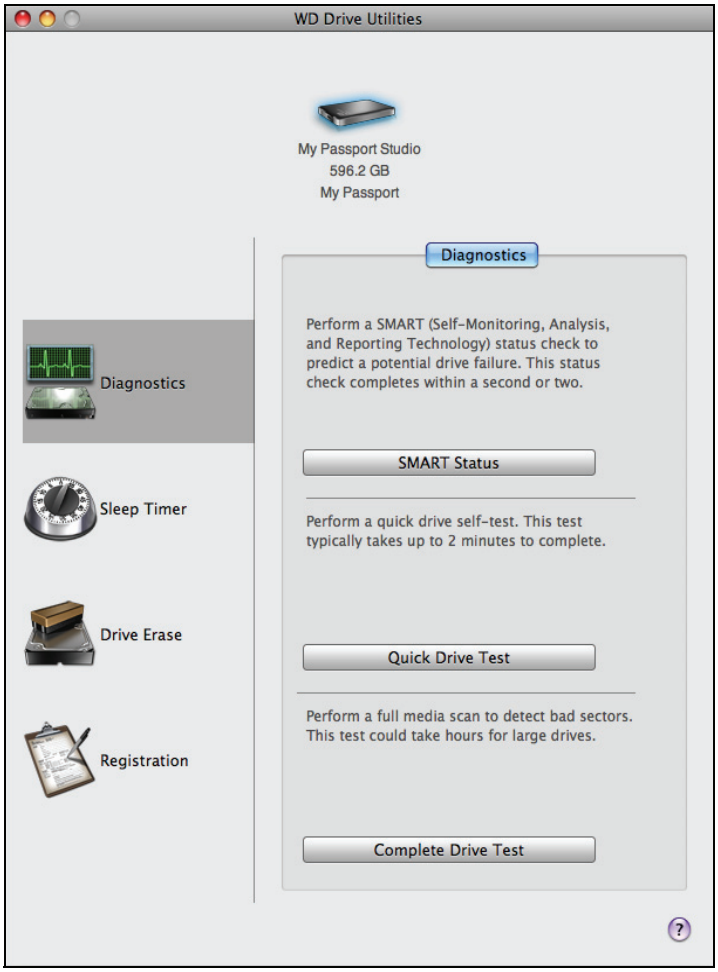

WD Drive Utilities
My Passport Studio
596.2 GB
My Passport
Diagnostics
Sleep Timer
Drive Erase
Registration
Diagnostics
Perform a SMART (Self-Monitoring, Analysis, and Reporting Technology) status check to predict a potential drive failure. This status check completes within a second or two.
SMART Status
Perform a quick drive self-test. This test typically takes up to 2 minutes to complete.
Quick Drive Test
Perform a full media scan to detect bad sectors. This test could take hours for large drives.
Complete Drive Test

Figure 4. WD Drive Utilities Screen

On the WD Drive Utilities screen:

IF you want to . . .	THEN click . . .	AND see . . .
Run drive diagnostics and status checks,	**Diagnostics**	"Checking Drive Health" in the next section.
Specify an inactive time interval to turn off your drive,	**Sleep Timer**	"Setting the Drive Sleep Timer" on page 20.
Erase your drive so you can retrieve the space and start over,	**Drive Erase**	"Erasing the Drive" on page 21.
Register your drive to receive free technical support during the warranty period and keep up-to-date on the latest WD products,	**Registration**	"Registering the Drive" on page 24.

Checking Drive Health

WD Drive Utilities provides three diagnostic tools to help make sure that your drive is performing well. Run the following tests if you are concerned that your drive is not operating properly:

- SMART Status Check

  SMART is a failure-prediction function that continuously monitors key internal performance attributes of the drive. A detected increase in drive temperature, noise, or read/write errors, for example, can provide an indication that the drive might be approaching a serious failure condition. With advanced warning, you could take precautionary measures, like moving your data to another drive, before a failure occurs.

  The result of a SMART status check is a pass or fail evaluation of the drive's condition.

- Quick Drive Test

  Your My Passport drive has a built-in Data Lifeguard diagnostic utility that tests the drive for error conditions. The quick drive test checks the drive for major performance problems.

  The result of a quick drive test is a pass or fail evaluation of the drive's condition.

- Complete Drive Test

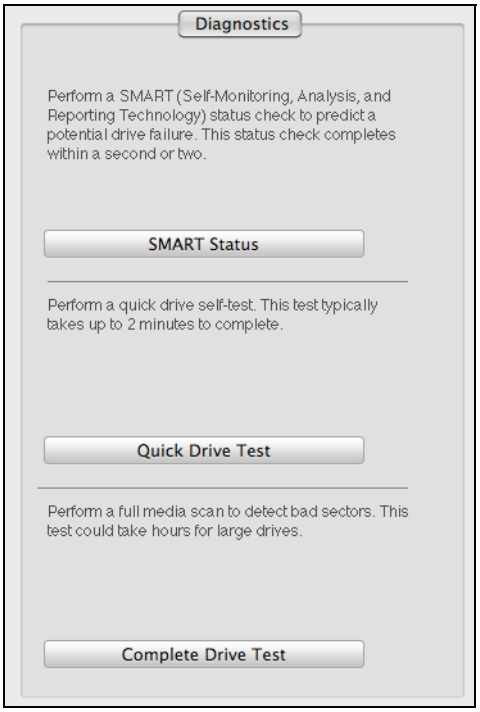
  The most comprehensive drive diagnostic is the complete drive test. It methodically tests every sector for error conditions, and inserts bad sector markers as required.

The best time to run the drive diagnostics and status checks is on a regular basis, before you encounter any problems with your drive. And, because they are so fast, running the SMART status check and the quick drive test provides a high level of assurance with minimal inconvenience. Then, run all three whenever you encounter disk error conditions when writing or accessing files.

To run drive diagnostics and status checks:

1. Click **Go** > **Applications** > **WD Drive Utilities** to display the WD Drive Utilities screen (see Figure 4 on page 18).
2. If you have more than one supported My Passport drive connected to your computer, select the one that you want to check.

3. Click **Diagnostics** to display the Diagnostics dialog:


Diagnostics
Perform a SMART (Self-Monitoring, Analysis, and Reporting Technology) status check to predict a potential drive failure. This status check completes within a second or two.
SMART Status
Perform a quick drive self-test. This test typically takes up to 2 minutes to complete.
Quick Drive Test
Perform a full media scan to detect bad sectors. This test could take hours for large drives.
Complete Drive Test

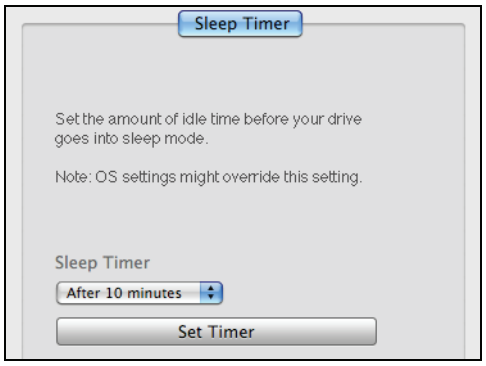
4. On the Diagnostics dialog, click the button for the test that you want to run:
   - **SMART Status**
   - **Quick Drive Test**
   - **Complete Drive Test**

Setting the Drive Sleep Timer

The drive sleep timer turns off the power to your drive after a certain period of inactivity to conserve power and minimize long-term wear on the drive.

To set the inactivity period for the drive:

1. Click **Go** > **Applications** > **WD Drive Utilities** to display the WD Drive Utilities screen (see Figure 4 on page 18).
2. If you have more than one My Passport drive connected to your computer, select the one that you want to set.
3. Click **Sleep Timer** to display the Sleep Timer dialog:


Sleep Timer
Set the amount of idle time before your drive goes into sleep mode.
Note: OS settings might override this setting.
Sleep Timer
After 10 minutes
Set Timer

4. On the Sleep Timer dialog:
   a. In the **Sleep Timer** box, select the inactivity time interval at which you want to turn off the drive.
   b. Click **Set Timer**.

Erasing the Drive

CAUTION! Erasing your drive permanently deletes all of the data on the drive. Always make sure that you no longer need any of the data on your drive before erasing it.

Note: Erasing your drive also deletes the WD software and all of the support files, utilities, and user manual files. You can download these to restore your My Passport to its original configuration after erasing the drive.

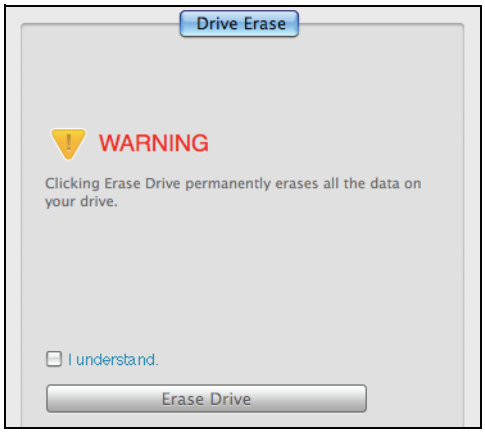
WD Drive Utilities provides two ways to erase your drive, depending on whether your My Passport drive is locked or not:

IF your drive is . . .	AND you . . .	THEN see . . .
Not locked,	*Want* to erase the drive,	"Using the Drive Erase Function" in the following section.
Locked,	Have forgotten or lost your password and *must* erase the drive,	"Using the Drive Unlock Utility" on page 22.

Using the Drive Erase Function

To erase your My Passport when the drive is not locked:

1. Click **Go** > **Applications** > **WD Drive Utilities** to display the WD Drive Utilities screen (see Figure 4 on page 18).
2. If you have more than one supported My Passport drive connected to your computer, select the one that you want to erase.
3. Click **Drive Erase** to display the Drive Erase dialog:



4. On the Drive Erase dialog:
   a. Read the warning about the loss of data if you erase your drive.
   b. Click the **I understand** check box to signify that you accept the risk.
   c. Click **Erase Drive**.

After the drive erase operation completes, go to *support.wdc.com* and see Knowledge Base answer ID 6743 for information about downloading and restoring the WD software and disk image on your My Passport drive.

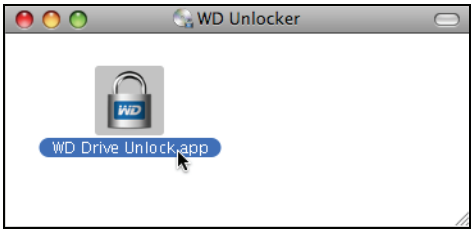
Note: Erasing your drive also removes your password. If you used a password to protect your drive, you will need to re-create it after restoring the WD software and disk image. (See "Password Protecting the Drive" on page 12.)

Using the Drive Unlock Utility

To erase your My Passport when the drive is locked and you have forgotten or lost your password:

1. Double-click the WD Unlocker virtual CD icon on your desktop:

2. Double-click the Drive Unlock application on the screen that appears:



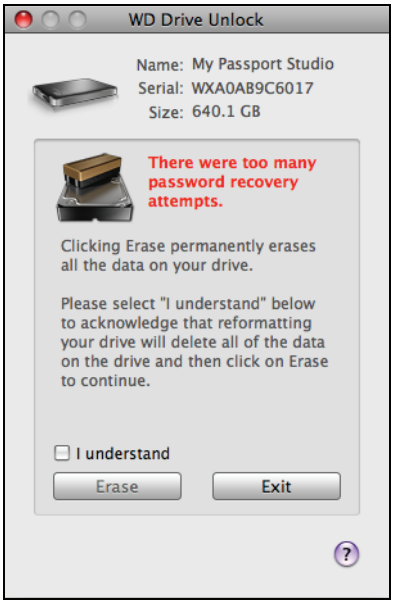
The WD Security Drive Unlock utility screen displays:

3. Make five attempts to unlock the drive by:
   a. Typing a password in the **Password** box.
   b. Clicking **Unlock Drive**.

4. The fifth invalid password attempt displays the too many password attempts prompt:

WD Drive Unlock
Name: My Passport Studio
Serial: WXA0AB9C6017
Size: 640.1 GB
There were too many password recovery attempts.
To try again:
1. Safely unplug your drive from the computer
2. Plug your drive into the computer
If you cannot remember your password, you may erase your drive which erases all data on the drive.
Erase Drive
Exit

5. Click **Erase Drive** to display the warning about erasing all of the data on the drive:


WD Drive Unlock
Name: My Passport Studio
Serial: WXA0AB9C6017
Size: 640.1 GB
There were too many password recovery attempts.
Clicking Erase permanently erases all the data on your drive.
Please select "I understand" below to acknowledge that reformatting your drive will delete all of the data on the drive and then click on Erase to continue.
I understand
Erase
Exit

6. Read the warning and select the **I understand** check box to signify that you accept the risk.

7. Click **Erase**.

After the drive erase operation completes, go to *support.wdc.com* and see Knowledge Base answer ID 6743 for information about downloading and restoring the WD software and disk image on your My Passport drive.

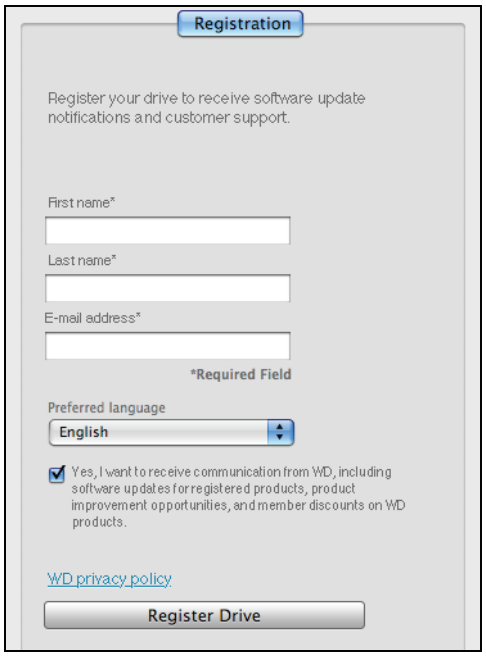
Note: Erasing your drive also removes your password. If you still want to use a password to protect your drive, you will need to re-create it after restoring the WD software and disk image. (See “Password Protecting the Drive” on page 12.)

Registering the Drive

WD Drive Utilities uses your computer's Internet connection to register your drive. Registering the drive provides free technical support during the warranty period and keeps you up-to-date on the latest WD products.

To register your drive:

1. Make sure that your computer is connected to the Internet.
2. Click **Go** > **Applications** > **WD Drive Utilities** to display the WD Drive Utilities screen (see Figure 4 on page 18).
3. If you have more than one My Passport drive connected to your computer, select the one that you want to register.
4. Click **Registration** to display the Registration dialog:


Registration
Register your drive to receive software update notifications and customer support.
First name*
Last name*
E-mail address*
*Required Field
Preferred language
English
Yes, I want to receive communication from WD, including software updates for registered products, product improvement opportunities, and member discounts on WD products.
WD privacy policy
Register Drive

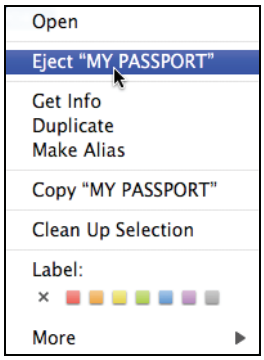
5. On the Registration dialog:
   a. Type your first name in the **First name** box.
   b. Type your last name in the **Last name** box.
   c. Type your e-mail address in the **E-mail address** box.
   d. Select your language in the **Preferred language** box.
   e. Select or clear the **Yes, I want to receive communication...** check box to specify whether you want to receive e-mail notifications about software updates, product enhancements, and price discount opportunities.
   f. Click **Register Drive**.

Safely Dismounting the Drive

CAUTION! To prevent data loss, close all active windows and applications before shutting down or disconnecting the drive.

Use the My Passport icon to safely dismount the drive:

1. Right- or control-click the My Passport icon on the desktop and select **Eject "MY PASSPORT"**:



   You might hear the drive power down.

2. Wait for the drive icon to disappear from the desktop before disconnecting the drive.

Restoring the WD Software and Disk Image

In addition to deleting all of the data on your My Passport drive, erasing or reformatting the drive also removes the WD Security and WD Drive Utilities software and all of the support files, utilities, and user manual files.

If you ever need to remove and reinstall the WD software on your computer, or move the drive to another computer and install the software there, you will need to restore the WD software and disk image on your My Passport drive. To do this, after you have erased or reformatted the drive, go to *support.wdc.com* and see Knowledge Base answer ID 6743.

5

Using the Drive with Windows

The My Passport drive is formatted as a single HFS+J partition for compatibility with Mac OS X operating systems. To use the drive on Windows computers, you must reformat it to a single NTFS partition.

This chapter includes the following topics:

Reformatting the Drive
Restoring the WD Software and Disk Image

Reformatting the Drive

CAUTION! Reformatting the drive erases all its contents. If you have already saved files on the drive, be sure to back them up before reformatting it.

Go to *support.wdc.com* and refer to Knowledge Base answer ID 3865 for information about reformatting the drive.

See “Troubleshooting” on page 27 for more information about reformatting a drive.

Restoring the WD Software and Disk Image

In addition to deleting all of the data on your My Passport drive, reformatting the drive also removes the WD Security and WD Drive Utilities software and all of the support files, utilities, and user manual files. These applications are not currently available for Windows computers. If you want to have similar capabilities and features as the WD Security and WD Drive Utilities on your Windows computer, go to *support.wdc.com* and refer to Knowledge Base answer ID 6739 for more information.

6

Troubleshooting

If you have problems installing or using your My Passport drive, refer to this troubleshooting section or visit our support website at *http://support.wdc.com* and search the knowledge base for more help.

This chapter includes the following topics:

Installing, Partitioning, and Formatting the Drive
Frequently Asked Questions

Installing, Partitioning, and Formatting the Drive

How to	Answer ID
▪ Partition, and format a WD drive on Windows (7, Vista, XP, 2000) and Mac OSX	3865
▪ Reformat from Mac GPT to Windows XP NTFS	3645
▪ Reformat the drive from Mac GPT to Windows 7 or Vista NTFS format	3647
▪ Obtain and reinstall the original software included with this product	1425
▪ Format a WD hard drive in FAT32* (for use in both Windows and MAC OSX)	291

**The FAT32 file system has a maximum individual file size of 4 GB and cannot create partitions larger than 32 GB in Windows. To create partitions larger than 32 GB in FAT32 when reformatting the drive, download the External USB/FireWire FAT32 Formatting Utility from http://support.wdc.com/product/download.*

Windows users can avoid these size limitation by formatting the drive to NTFS using either the Windows Disk Management utility or similar third-party software. For further details, see:

- *Answer ID 291 at http://support.wdc.com*
- *Article IDs 314463 and 184006 at support.microsoft.com*
- *The appropriate third-party software documentation or support organization*

Frequently Asked Questions

Q: *Why does the drive not power up?*

A: Be sure the drive is plugged in to a power source. A special cable might be needed for computers with limited bus power. For more information in the U.S., visit our website at *store.westerndigital.com*. Outside the U.S., contact WD Technical Support in your region.

Q: *Why is the drive not recognized under My Computer or on the computer desktop?*

A: If your system has a USB 2.0 PCI adapter card, be sure that its drivers are installed before connecting your WD USB 2.0 external storage product. The drive is not recognized correctly unless USB 2.0 root hub and host controller drivers are installed. Contact the adapter card manufacturer for installation procedures.

Q: *Why won't my computer boot when I connect my USB drive to the computer before booting?*

A: Depending on your system configuration, your computer may attempt to boot from your WD portable USB drive. Refer to your system's motherboard BIOS setting documentation to disable this feature or visit *http://support.wdc.com* and see Knowledge Base answer ID 1201. For more information about booting from external drives, refer to your system documentation or contact your system manufacturer.

Q: *Why is the data transfer rate slow?*

A: Your system may be operating at USB 1.1 speeds due to an incorrect driver installation of the USB 2.0 adapter card or a system that does not support USB 2.0.

Q: *How do I determine whether or not my system supports USB 2.0?*

A: Refer to your USB card documentation or contact your USB card manufacturer.

Note: If your USB 2.0 controller is built into the system motherboard, be sure to install the appropriate chipset support for your motherboard. Refer to your motherboard or system manual for more information.

Q: *What happens when a USB 2.0 device is plugged into a USB 1.1 port or hub?*

A: USB 2.0 is backward-compatible with USB 1.1. When connected to a USB 1.1 port or hub, a USB 2.0 device operates at the USB 1.1 full speed of up to 12 Mb/s. If your system includes a PCI slot, you can achieve Hi-Speed USB transfer rates by installing a USB 2.0 PCI adapter card. Contact the card manufacturer for installation procedures and more information.

A

Compliance and Warranty Information

This appendix includes the following topics:

Regulatory Compliance
Environmental Compliance (China)
Warranty Information

Regulatory Compliance

FCC Class B Information

This device has been tested and found to comply with the limits of a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This unit generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio or television reception. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, you are encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/television technician for help.

Any changes or modifications not expressly approved by WD could void the user's authority to operate this equipment.

ICES-003/NMB-003 Statement

Cet appareil numérique de la classe B est conforme à la norme ICES-003 du Canada.

This device complies with Canadian ICES-003 Class B.

Safety Compliance

Approved for US and Canada. CAN/CSA-C22.2 No. 60950-1, UL 60950-1: Safety of Information Technology Equipment.

Approuvé pour les Etats-Unis et le Canada. CAN/CSA-C22.2 No. 60950-1, UL 60950-1: Sûreté d'équipement de technologie de l'information.

CE Compliance For Europe

Marking by the CE symbol indicates compliance of this system to the applicable Council Directives of the European Union, including the EMC Directive (2004/108/EC) and the Low Voltage Directive (2006/95/EC). A "Declaration of Conformity" in accordance with the applicable directives has been made and is on file at Western Digital Europe.

KC Notice (Republic of Korea only)

기종별	사용자 안내문
B 급기기 (가정용방송통신기자재)	이기기는가정용(B 급) 전자파적합기기로서주로 가정에서사용하는것을목적으로하며, 모든지역에 서사용할수있습니다

Environmental Compliance (China)

部件名称	有毒有害物质或元素					
	铅 (Pb)	汞 (Hg)	镉 (Cd)	六价铬 (Cr (VI))	多溴联苯 (PBB)	多溴二苯醚 (PBDE)
防震支架 (L1, L2, R1, R2)	O	O	O	O	O	O
橡皮脚垫 (4 片)	O	O	O	O	O	O
机箱外皮壳与镜片	O	O	O	O	O	O
机箱页壳	O	O	O	O	O	O
硬碟/电路板组合	X	O	O	O	O	O
迷你 USB 缆线	O	O	O	O	O	O

O: 代表此种部件所用的均质材料中所含的该种有毒有害物质均低于 SJ/T 11363-2006 规定的限量。
X: 代表此种部件所用的均质材料中所含的该种有毒有害物质均高于 SJ/T 11363-2006 规定的限量。
(在此表中，企业可能需要根据实际情况对标记"X"的项目进行进一步的技术性解释。)

Warranty Information

Obtaining Service

WD values your business and always attempts to provide you the very best of service. If this Product requires maintenance, either contact the dealer from whom you originally purchased the Product or visit our product support website at *http://support.wdc.com/warranty/policy.asp* for information on how to obtain service or a Return Material Authorization (RMA). If it is determined that the Product may be defective, you will be given an RMA number and instructions for Product return. An unauthorized return (i.e., one for which an RMA number has not been issued) will be returned to you at your expense. Authorized returns must be shipped in an approved shipping container, prepaid and insured, to the address provided on your return paperwork. Your original box and packaging materials should be kept for storing or shipping your WD product. To conclusively establish the period of warranty, check the warranty expiration (serial number required) via *http://support.wdc.com/warranty/policy.asp*. WD shall have no liability for lost data regardless of the cause, recovery of lost data, or data contained in any Product placed in its possession.

Limited Warranty

WD warrants that the Product, in the course of its normal use, will for the term defined below, be free from defects in material and workmanship and will conform to WD's specification therefor. The term of your limited warranty depends on the country in which your Product was purchased. The term of your limited warranty is for 2 years in the North, South and Central America region, 2 years in the Europe, the Middle East and Africa region, and 3 years in the Asia Pacific region, unless otherwise required by law. The term of your limited warranty period shall commence on the purchase date appearing on your purchase receipt. WD shall have no liability for any Product returned if WD determines that the Product was stolen from WD or that the asserted defect a) is not present, b) cannot reasonably be rectified because of damage occurring before WD receives the Product, or c) is attributable to misuse, improper installation, alteration

(including removing or obliterating labels and opening or removing external enclosures, unless the product is on the list of limited user-serviceable products and the specific alteration is within the scope of the applicable instructions, as found at *http://support.wdc.com/warranty/policy.asp*), accident or mishandling while in the possession of someone other than WD. Subject to the limitations specified above, your sole and exclusive warranty shall be, during the period of warranty specified above and at WD's option, the repair or replacement of the Product.

The foregoing limited warranty is WD's sole warranty and is applicable only to products sold as new. The remedies provided herein are in lieu of a) any and all other remedies and warranties, whether expressed, implied or statutory, including but not limited to, any implied warranty of merchantability or fitness for a particular purpose, and b) any and all obligations and liabilities of WD for damages including, but not limited to accidental, consequential, or special damages, or any financial loss, lost profits or expenses, or lost data arising out of or in connection with the purchase, use, or performance of the Product, even if WD has been advised of the possibility of such damages. In the United States, some states do not allow exclusion or limitations of incidental or consequential damages, so the limitations above may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

GNU General Public License ("GPL")

Firmware incorporated into this product may include third party copyrighted software licensed under the GPL or Lesser General Public License ("LGPL") (collectively, "GPL Software") and not Western Digital's End User License Agreement. In accordance with the GPL, if applicable: 1) the source code for the GPL Software may be downloaded at no charge from *http://support.wdc.com/download/gpl* or obtained on CD for a nominal charge from *http://support.wdc.com/download/gpl* or by calling Customer Support within three years of the date of purchase; 2) you may re-use, re-distribute, and modify the GPL Software; 3) with respect solely to the GPL Software, no warranty is provided, to the extent permitted by applicable law; and 4) a copy of the GPL is included herewith, may be obtained at *http://www.gnu.org*, and may also be found at *http://support.wdc.com/download/gpl*.

Modification of or tampering with the Software, including but not limited to any Open Source Software, is solely at your own risk. Western Digital is not responsible for any such modification or tampering. Western Digital will not support any product in which you have or have attempted to modify the Software supplied by Western Digital.

Index

B
Box contents 2

C
Cables 2
CAUTION
about erasing the drive 21
about lost passwords 12
about preventing data loss when disconnecting 25
about your unlocked drive 13, 16
China RoHs 30
Compatibility with operating systems 3
Compliance 29
Converting drive format 27
Creating a password 12

D
Disconnecting the drive 25
Disk image, downloading and restoring 25, 26
Drive
diagnostics and status checks 19
erase 21
formats 3
handling precautions 4
sleep timer 20
Drive settings
drive erase 19, 21
registration 19, 24
security 12
sleep timer 19, 20

E
Environmental compliance, China 30
Erase Drive dialog 21
Erasing the drive 21
CAUTION about erasing the drive 21

F
FCC Class B information 29
Full media scan 19

G
GNU general public license 31
GPL software 31

H
Handling precautions 4
Hardware 2

I
ICES-003/NMB-003 compliance 29

K
Kit contents 2

L
Limited Warranty 30

M
Micro cables 2

O
Operating system compatibility 3

P
Password protecting your drive 12
CAUTION about lost passwords 12
Physical description 3
Precautions for handling 4
Product features 1
Product registration 4

Q
Quick drive test 19

R
Reformatting the drive 3, 26, 27
Register Drive dialog 24
Registering your drive 4, 24
Registration drive setting 19
Regulatory compliance 29
Restoring the software disk image 25, 26
RoHS 30
Run Diagnostics dialog 20

S
Safety compliance 29
Service 30
Set sleep timer dialog 20
Setting the drive sleep timer 20
Sleep timer drive setting 19
SMART status check 19
Software, GPL 31
System compatibility 3

U
Unlocking the drive 13
from the virtual CD 15
with the WD Security software 14
without the WD Security software 15

W
Warranty 30
WD Service 30

Information furnished by WD is believed to be accurate and reliable; however, no responsibility is assumed by WD for its use nor for any infringement of patents or other rights of third parties which may result from its use. No license is granted by implication or otherwise under any patent or patent rights of WD. WD reserves the right to change specifications at any time without notice.

Western Digital, WD, the WD logo, My Book, and My Passport are registered trademarks and My Passport Essential, My Passport Studio, WD SmartWare, and Data Lifeguard are trademarks of Western Digital Technologies, Inc. Other marks may be mentioned herein that belong to other companies.

© 2011 Western Digital Technologies, Inc. All rights reserved.

Western Digital
3355 Michelson Drive, Suite 100
Irvine, California 92612 U.S.A.

4779-705059-A01 Jul 2011